

Case Study:

Infrastructure Support



CDI designs and implements level 1 help desk and reduces call volumes by 15% within one year while meeting all SLA's.

Client Description:

A super-regional utility providing electricity and natural gas to customers in the Northeast.

Background:

CDI was contracted by our client to develop a level 1 Help Desk and integrate with the level 2 and level 3 support departments. We developed service level agreements with the user communities, working closely with our client's IT department. There was not a help desk at the time we started the operation so we developed all of the processes for support including service management processes, problem management and reporting from their tracking database.

Business Issue:

Our client did not have a help desk in the traditional sense, users would call their local computer specialist or someone in their department that was known to have a knack for computers for assistance when they had problems. Those people usually had a list of phone numbers for systems engineers, programmers and network engineers that could help them when they could not figure out how to help one of their coworkers. Management realized that this support model was costing them a great deal in lost productivity for both the department resources that were informally designated as the "super user" and those tasked with the responsibility for maintaining the computing systems. Additionally, there was no process for analyzing information or data related to problems and changes for continuous improvement.

CDI Solution:

CDI performed a site assessment to gather information on the current environment regarding the Mainframe, Network, Desktop and Internet applications. Using industry standards

and empirical data derived from CDI managed operations of similar size and make up, we developed call volume models and staffing plans for the level 1 support organization. CDI worked closely with our client's IT organization and the user community to construct service level agreements and assisted in the communication events conducted at all locations to roll out the new help desk and service levels.

Based on the service level commitments and estimated call volumes, we built a level 1 Help Desk team with 6 resources with varying skills. CDI provided scripting solutions for the telephony system as well in order to take advantage of the skills sets within the team and ensure that callers would be routed to the resources with the appropriate skills to solve their problem. We implemented operational metrics collected on an hourly basis for performance reporting and quality assurance.

Results:

CDI designed and implemented a fully-functional help desk with service levels and monthly metrics reporting within 90 days of start-up. The Help Desk team achieved 100% SLA attainment in the second month after go-live and never missed a future service level. Our continuous improvement process and quality programs improved service level and response enough to reduce the team to five resources within the first six months of operation. In the first year of service, our root-cause analysis processes identified common issues and yielded recommendations that reduced the incoming call volume by 15%, a further savings for our client. This also resulted in the reduction of the level 1 help desk resources to four.

As the success of our operations took root, other departments began to seek us out for additional support, which led to CDI taking over support for our client's media department as they



were using Mac platform machines which were not supported by our client's IT organization.

Technologies Used:

- Remedy Problem Tracking System
- Mainframe Systems Support
- Desktop Applications
- Network Support